

ISO 9001 Registration Project

Status Report for 07/18/97

Status, Progress, and Accomplishments

Project Plan

- The Project Plan was signed by the Center Director. Copies were offered to the QMSC members and a copy of the final plan was placed on the existing Web site, which is reached from the GSFC organizational homepage on OFA's homepage. An image of the plan will be placed on the new Web page as it is brought on-line.
- A check with the OFA Resources Manager indicated that a call for IPC/MPS funding won't occur until late summer or early fall, at which time a project request for MPS support will be submitted.

STAAC and AETD Support

- Orlando Figueroa was contacted regarding STAAC direct participation in the QMSC and SLP development teams. He indicated that he is satisfied for the moment with current makeup of the council and the teams and will likely not appoint a STAAC member until he has selected several more management team members.
- Brian Keegan was contacted regarding AETD support after the formation of the directorate. Subsequent communication with Mitch Brown indicated that the AETD staffing plan identifies a substantial level of ISO 9001/QMS support. If approved, it will exceed the Project's request for one FTE of high priority support.

GSFC Interim Quality Manual

- A modification to the Center's Quality Policy statement was made at the suggestion of the Strategic Implementation Planning team. Another bullet was added to indicate the Center's intent to be a leader in space exploration through excellence. This was felt to bring the overall statement in line with the Center's goal and objectives as contained in the Plan.
- The modified statement will be inserted into the first revision of GPD 2600, which is expected to be made in late August after the SLP development teams have finalized the titles of their documents.

PAO Support

- As requested by the project manager, PAO published a Center Director's column on the front page of the Goddard News distributed in early July. The article was taken from the center-wide announcement distributed to civil service employees in June.
- PAO will publish articles based on project information as often as requested, using the article format created for Project Goddard. This forum will be used as one means to disseminate project information.

Project Presentations and Meetings

- The presentations have been done or scheduled for all of the directorates 200 through 900 and for Codes 150 and 180.
- At GESTA's request, the Project Manager provided an overview of the project, how it will be implemented, and what the likely affects on center operations will be. The 90 minute meeting was scheduled by the Labor Relations and held in their offices.

Executive Council Workshop

- Based on the June 27 meeting between Art Fuchs, Charlie Vanek, and Dave Cleveland, it was decided to attempt to schedule the workshop during the week of August 25, 1997, after the ACE launch. A note was sent to Wayne Boswell in this regard. It was also noted that Brian Keegan's availability is mandatory as far as scheduling was concerned.
- Work was done on the agenda, which will be fleshed out into charts as quickly as possible. A dry run is planned.

Training

- Don Wolford scheduled two sets of orientation and documentation classes for SLP development team leaders and members in July. Both are likely to be oversubscribed unless non team members are excluded. Don is working on attendance using a priority of leaders, members, and nonmembers to ensure the classes are used to capacity and the most urgent needs are met first.
- At the suggestion of Mitch Brown, Don will contact Art Fuchs to provide a management overview/perspective on the training and the work effort to the classes.
- Jerry Morris is working with Don on a schedule for orientation and documentation classes to be held at WFF, using directorate funds if necessary.
- A paperback book entitled "The Value of ISO 9000" was purchased for executive management reading on the subject. It provides an overview of the standard and its usefulness.
- Don Wolford is distributing copies of the Rabbitt-Bergh "Mini-Guide to ISO 9001 to the QMSC members and SLP development team leaders. If it proves either popular or useful, it will be offered to the team members and other Center personnel.

SLP Development

- SLP 17.1 *Internal Audit System* was forwarded to Code 230 and from there to Code 100 for signature.
- The Center-wide comments on SLP 01.1 *Management Responsibility* are minor and expected to be dispositioned and the document revised for signature by July 28.
- The Center-wide comments on SLP 05.1 *QMS Document Control* are being dispositioned and the document revised.

- The final version of the SOW for SLP Development was released July 17. It updated the attached table of personnel supporting the development teams. No changes were made to the SOW itself. The SOW is being routed through the directorate offices for concurrence and has been signed by 100, 200, and 300.
- The first Development Team status reports were due on July 14 to the QMSC customer with a copy to the project manager. Nine were received by the project manager and several more than that by the QMSC customers, who are forwarding them to the project manager. A reminder will be sent by the Project to the team leaders.
- Several instances in which support personnel declining to set aside time to work on SLP were noted. The project manager will send a message to the team leaders to work with the QMSC members to ensure meaningful participation from each directorate.
- The team leader meeting held on 7/14/97 was not done very well. After discussion at the 7/17/97 QMSC meeting, it was decided to call another meeting, using a walk-through of SLP 01.1 and 17.1 as starting points for discussion of other potential issues, such as interfaces and documenting the entire process and not only ISO requirements.

Issues and Concerns

- The Code 400 comments on the white paper recommendations for Receiving and Inspection indicate that center projects are concerned about mandated central receiving if that means a centralized physical location. The memorandum indicates that a number of alternatives are available and should be explored. Since the main contributor to the Code 400 review is already a member of the SLP development team, the comments were remanded to the team for consideration and use. The expectation is that a blend of current practices, changes necessitated by the standard's requirements, and new practices will result.
- There is a concern regarding the SLP Development Teams not taking a Center perspective for the procedure. An example is a purchasing procedure that doesn't recognize the existence of purchasing organizations outside of Code 210. This will be one emphasis in the SLP Team Leader meeting being scheduled by the Project.
- The lack of overt progress for some of the SLP Development Teams and occasional reluctance on the part of some support personnel is a concern that is being addressed immediately by the Project.